

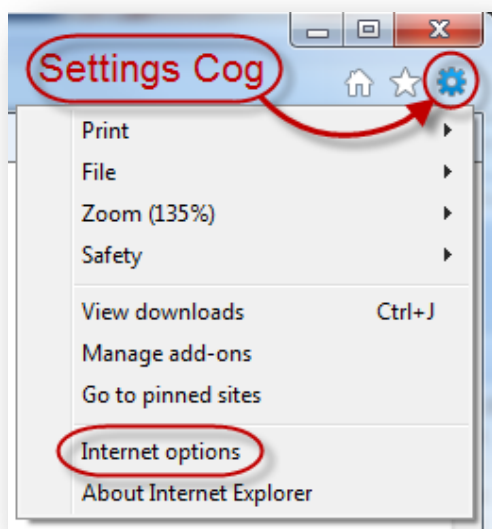


Website Troubleshooting Guide

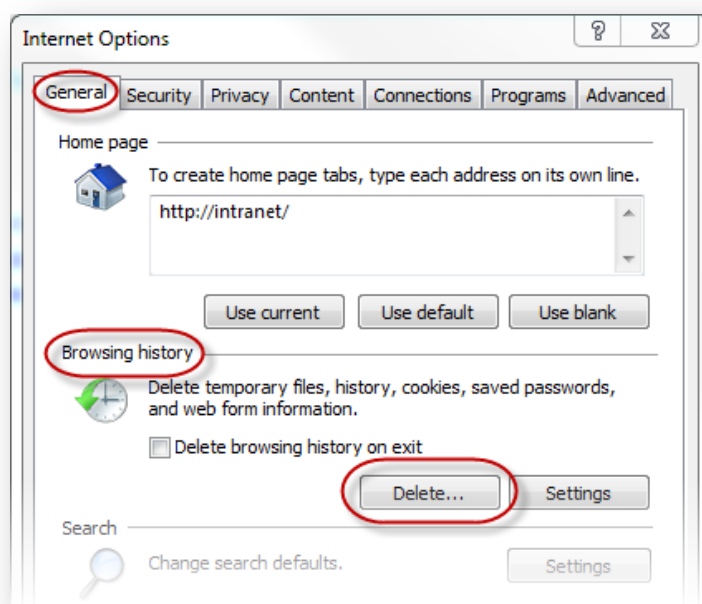
Internet Explorer 9 – Clear Cookies and Cache

Use the following procedure to clear the cookies and cache history in Internet Explorer 9 (IE9):

- within the browser session click the **Settings Cog** and select the **Internet options** menu option

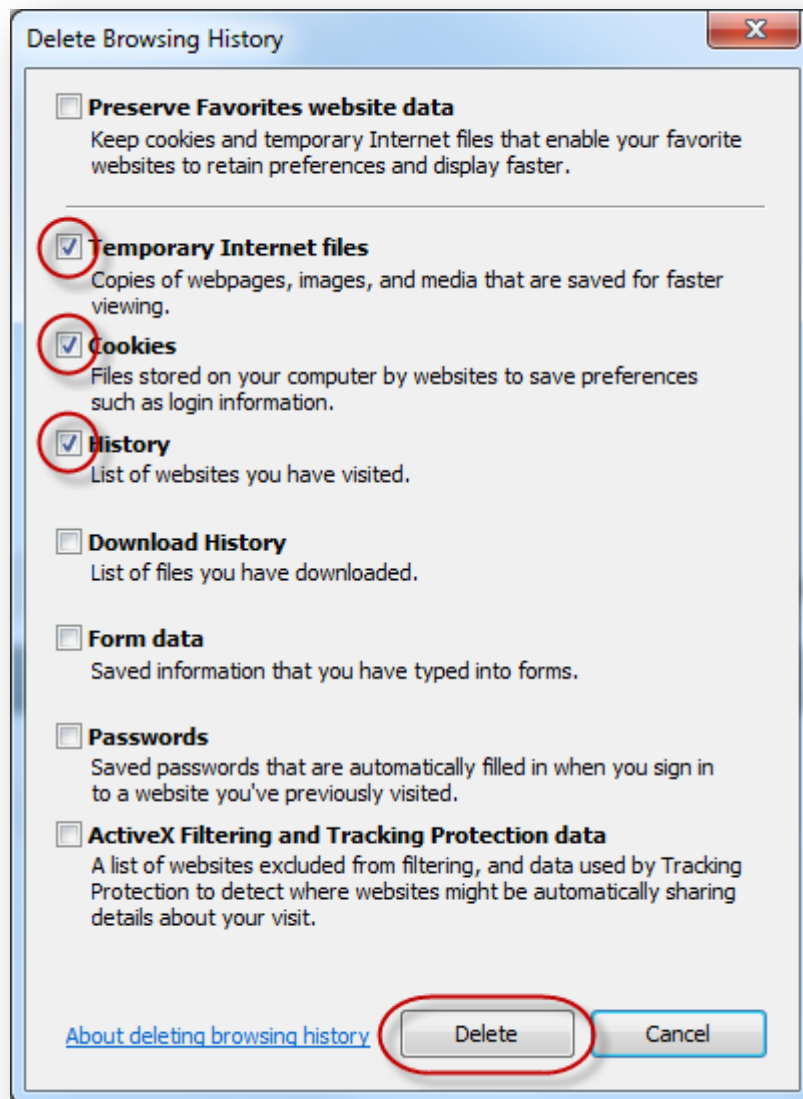


- under the **General** tab, click the **Delete** button in the **Browsing history** section



Internet Explorer 9 – Clear Cookies and Cache (continued)

- select the check boxes as show below, then click the **Delete** button



- click the **OK** button to close the **Internet Options** dialog box.

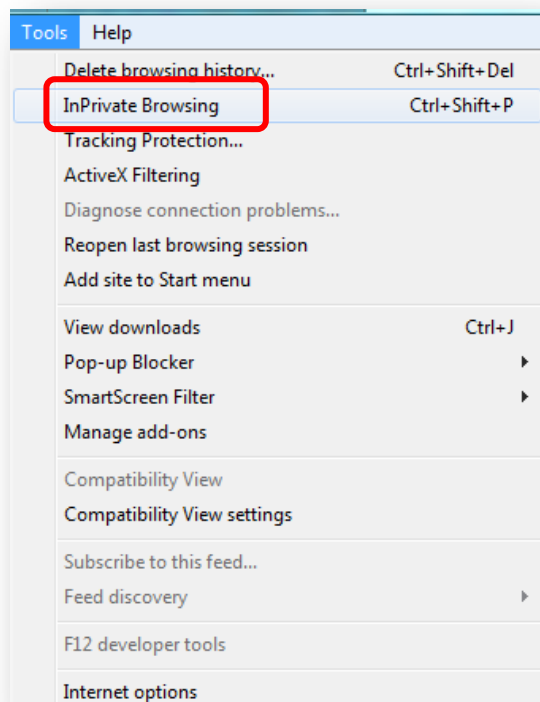
Member and Pensioner Services Online – Forbidden Error

Use the following procedure to avoid forbidden error messages on Member Services Online (MSO) and Pensioner Services Online (PSO).

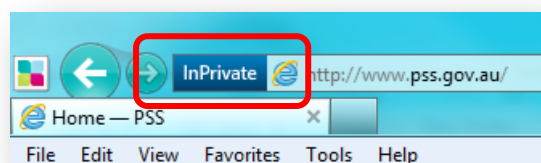
The error appears as **Forbidden, you are not authorised to view this page** message. When **IE9** is being used, steps should be taken to start an **InPrivate browsing** session.

Using **InPrivate browsing** will help protect member account information and data entered into MSO and PSO. This can be done by pressing **CTRL+Shift+P** or by the following steps:

- under **Tools** select **InPrivate browsing**



- the **InPrivate browsing** will open to a new window/session



- when the **InPrivate browsing** session has started an **InPrivate** box will appear to the left of the address bar, as shown in the above image
- to login, type the scheme website into the address bar of the **InPrivate browsing** session, then follow the steps to log in by navigating to MSO and PSO login

Please note: This session will expire as soon as the **InPrivate browsing** session is closed. This process will need to be followed each time access is required.